

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: AT&T Corporation

Vendor website: <http://tex-anng.com/>

Service Area: Voice

Category: LD

AT&T Operator Services

AT&T Operator Services provide directory assistance, call completion, directory listing assistance, and access to directory publisher information.

SERVICE DELIVERY SLA

Services are On Demand

PERFORMANCE SLA

NA

CUSTOMER RESPONSIBILITY

Services are On Demand

*** A 12% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.**

AT&T OPERATOR SERVICES PRICING		
Directory Assistance/Operator Services	Cost Per Call	Cost Per Minute
Intrastate	\$0.40	
Interstate	\$0.50	
International	\$2.79	
Busy Line Verification	\$6.72	
Busy Line Verification w/ Interrupt	\$7.84	
Operator Assist to Complete Calls	\$4.42	
Customer Dialed Calling Card Assistance Non- Automated	\$3.92	
Customer Dialed Calling Card Assistance Semi- Automated	\$3.36	
Customer Dialed Calling Card Assistance Fully- Automated	\$2.80	
Person to Person Calling	\$10.02	
Third Party Billing Non-Automated	\$5.94	
Third Party Billing Semi-Automated	\$4.42	
Directory Publisher Information	ICB Required	ICB Required
Enhanced Directory Assistance Service (EDA)	ICB Required	ICB Required
Emergency Service Provider Data Service (ESPDS)	ICB Required	ICB Required
National Directory Assistance (NDA)	ICB Required	ICB Required
National Electronic Information Service (NEIS)	ICB Required	ICB Required
National List Matching Service (NLMS)	ICB Required	ICB Required
Collect Non-Automated	\$4.42	
Collect Semi-Automated	\$3.36	

AT&T LD Outbound (Dedicated)

AT&T Outbound Long Distance is available nationwide and has a global reach to more than 240+ countries.